

# MANUFACTURING EXTENSION PARTNERSHIP

## Success Stories from the Field

### Criterion Catalysts and Technologies

#### West Virginia Manufacturing Extension Partnership

#### Quality Management Sparks Success at Criterion Catalysts

**Client Profile:**

Criterion Catalysts and Technologies is a manufacturer of reforming catalysts for the oil refining industry. The firm, which is a wholly owned subsidiary of Royal Dutch Shell, is located in Willow Island, West Virginia, and employs 40 people.

**Situation:**

Criterion Catalysts utilized work instructions and a document control system that had not been reviewed and/or revised for over five years. In the interim, plant operations and training requirements had undergone significant change. The West Virginia Manufacturing Extension Partnership (WVMEP), a NIST MEP network affiliate, had been working with the firm for about a year on quality assurance and training issues. Criterion Catalysts requested that WVMEP evaluate the practices and procedures currently in place to govern the manufacturing aspect of site operations, including supporting documents as well as employee proficiency tests.

**Solution:**

WVMEP reviewed and revised a total of 22 operating procedures to reflect current manufacturing conditions. Additionally, 45 supporting documents were revised as part of the project. The supporting documents included, but were not limited to, technical data for production materials, employee proficiency tests and emergency procedures for utility failures, as well as activity logs. All procedures and supporting documents now conform in format and content to the requirements of an ISO 9001:2000 quality management system. The document control system is also in compliance with quality management system requirements.

**Results:**

- \* Revised practices and procedures document control system conform to requirements of ISO 9001:2000 quality management system.
- \* Improved employee training process.

**Testimonial:**

"The services of the WVMEP provided a product of work that was sufficiently detailed to satisfy our requirements. The work was completed in a timely manner. Not only will our employee training and process repeatability be improved, but we have completed a major task that is a mandatory element in the pursuit of ISO 9001:2000 registration. Our new practices and procedures documents have exceeded our original expectations."

Vic Stallard, Human Resource Manager

# MANUFACTURING EXTENSION PARTNERSHIP

## Success Stories from the Field